

Sana Ur Rahman



About me

I am seeking opportunities to join a company that can help me enhancing my skills, strengthening my knowledge and realizing my potential.



056 1672773



Dubai (unitaed Arab emirates)



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Personal details

MARITAL STATUS : SINGLE

NATIONALITY : INDIA

DOB: 1999

Language

English,Hindi fluent

EXPERTISE

CUSTOMER SERVICE AND SUPPORT, TELESales
INBOUNDSales OUTBOUND Sales , HANDLING
EMAIL

Work Experience

Customer support associate (Csa)

Cogent E services india

2021-2024

customer sales service (Dubai)

Bogo info tech 2024-25

Key responsibilities:

- Assisted customers in resolving queries via calls, messages, and emails, ensuring a high level of satisfaction
- Handle all the information related to customer and concern
- Help customer to reach out the right person.
- making the sale on call
- Managed sensitive customer information while maintaining confidentiality and compliance.
- Adhered strictly to company scripts when dealing with upset customers, maintaining professionalism.
- Resolved complex issues presented by irate customers using effective
- Complied with company rules and regulations to uphold service quality and standards
- handling irate customers queries with solutions in professional terms
- follow rules and regulations

Other Skill's

- PLANING AND PROCESSING,RESULT ORIENTED
- LEADERSHIP SKILLS
- TEAM HANDLING
- EFFECTIVE COMMUNICATION (Hindi,English)
- PROBLEM SOLVING
- FRIENDLY AND POSITIVE ATTITUDE
- INITIATIVE TO FOLLOW UP
- EMOTIONAL INTELLIGENCE
- PROFICIENCY IN MICROSOFT OFFICE SUITE (EXCEL,WORD,OUTLOOK) AND INVENTORY MANAGEMENT SOFTWARE
- EXCELLENT ORGANIZATIONAL SKILLS AND ATTENTION TO DETAILS

EDUCATIONAL QUALIFICATIONS

Intermediate, india, 2016

BechlOr Of Art, india 2024(Persuing first year)